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Serial No. 10/619,917
In reply to Office Action dated February 15, 2006
Page 2 of 14**BEST AVAILABLE COPY** Amendments to the Specification

Please amend the specification as follows:

Paragraph 27

Figure 2 is a high-level flowchart of one embodiment of providing the functionality of updating the capability profile 140 and then synchronizing 310 the data in the routing system. When a capability-impacting system (150, 155, 160, and/or 165) modifies skill-related information, an external event is triggered 205. ~~For example, as data elements in an Oracle database change, an Oracle trigger may be executed automatically.~~ For an example using an ORACLE database available from Oracle Corp., as database elements in the database change, a trigger may be executed automatically. The event generates a transaction 210, which in turn triggers a workflow 215. (A workflow is a state table utilized by Siebel and other systems.) The workflow 215 updates the centralized capability profile 220. This update triggers a second workflow 225 which in turn initiates an intermediary process to mimic 230 the typically manual administration (i.e., a supervisor using the administrative interface 305) of the agent skill information of the routing system 130. Other embodiments of the present invention use other methodologies to update the skill tracking system 140/145 and to synchronize the routing system 130. For example, in one embodiment, a custom interface automates the changing of agent skills by looking for and processing files sent to the AVAYA Call Management System 130. This is done on an adjustable, periodic interval. When a change is noticed, the interface automatically updates the skill set as appropriate and provides a log that indicates when it has received and processed a file for a skill change.